

Building Survey Time Again

Okay, we know everyone gets a little tired of surveys, but this one has the potential to be a major impact on your work life. (That's 247 days each year!)

GSA contracts with the Gallup Organization (that's right, the world famous polling group) to survey every federal building across the nation on a bi-annual basis. The survey helps us provide the services and overall work environment you need and deserve. It's also one of the most important feedback devices we have to find out what tenants like or need.

**Get those
surveys
in the mail
by
November 20**

Buildings with populations over 1,000, such as the JFB, get a survey distribution ratio of one survey for every two occupants. (So don't think we forgot you if you don't receive one.)

All of the questions are important, but the answer to question #6 "Overall, are you satisfied?" is of particular interest since it's used to calculate the overall satisfaction rating of the building. We hope everyone can truthfully answer "yes" to question #6.

(See "Survey" on page 2)

The survey period this year will run from October 19 to November 20.

Tenant Spotlight

By Jesse L. Chester, Jr., ATF

The Bureau of Alcohol Tobacco and Firearms (ATF) is a law enforcement agency within the Department of Treasury. ATF has a unique combination of responsibilities which are dedicated to the reduction of violent crime, the collection of federal revenue and the overall protection of the public. The ATF consist of two major components; Criminal Enforcement (CE) and Industry Operations (IO). ATF CE special agents effectively contribute to a safer America by reducing and/or denying criminals access to firearms, special agents also safeguard the public from arson and explosive incidents. ATF IO Inspectors maintain the sound regulatory practices needed to

collect tax revenues associated with the manufacture and sale of distilled spirits, firearms, explosives, and tobacco products.

As the largest geographic division in the country, the Seattle Division provides policy and guidance to ATF operations in the states of Washington, Idaho, Oregon, Alaska, Hawaii, and Guam.

ATF administers classes in physical security and bomb threat management to both public and private organizations.

(see "Spotlight" on page 3)





Fitness Center News

By Chrissie Kristl, ACSM

Cholesterol is a fatty substance that is found in the blood. While cholesterol is essential for life, elevated blood cholesterol is an important risk factor for coronary heart disease (heart attacks). Lowering blood cholesterol will reduce coronary risk and will also slow or reverse progression of coronary heart disease that is already present.

Is your cholesterol high? To reduce your blood cholesterol, your doctor will work with you to develop a nutrition and treatment program. Other things you can do to reduce your risk for coronary heart disease:

- Reduce the intake of fat in your diet. Limit foods such as butter, cheese, red meat, liver and sweet desserts
- Stop Smoking! Smoking is a major risk factor for coronary heart disease and other serious conditions
- Reduce your weight to the recommended level
- Get reasonable amounts of aerobic exercise (walking, dancing, and biking) at least three times per week

For additional information, please contact Chrissie on 220-6134 or check out the JFB web site (click on "Fitness Center"). Fitness Center hours are 5:00 AM - 7:00 PM. ❖

Training Opportunities

A warm welcome to the USDA Graduate School who's moving into a classroom on the 26th floor. Employees in the JFB will now have affordable and convenient training right in their own backyard. The following courses are scheduled for the first half of FY01:

| | |
|------------|---|
| 11/7-9 | Contracting Basics for Admin. Personnel |
| 11/28-12/1 | Federal Appropriations Law |
| 12/5-8 | Employee Relations |
| 12/7-8 | Negotiating Techniques |
| 12/11-13 | Introduction to Human Resource Management |
| 1/16-17 | Position Management |
| 1/18-19 | Position Classification For Supervisors |
| 1/22-26 | Intro to Supervision |
| 1/24-26 | Freedom of Information & the Privacy Act |
| 1/29-2/2 | Basic Employee Benefits for Personnel |
| 2/1 | Managing Organizational Change |
| 2/5-9 | Processing Personnel Actions |
| 2/12-13 | Communicating for Results |
| 2/14, | Managing Multiple Priorities |
| 2/21-23 | Technical Writing |
| 2/26-28 | Intro to Financial Mgt. |
| 3/1-2 | Activity-Based Costing |
| 3/5-7 | Pre-Retirement Plan. |
| 3/5-6 | Effective Communication with Customers |
| 3/8-9 | Mid-Career Retirement |
| 3/12-16 | Basic Staffing & Plcmt. |
| 3/13-16 | Mgt. Analysis/Statistical |
| 3/19-23 | Supervision & Group Performance |
| 3/26-29 | FERS Benefits |
| 3/28-30 | Effective Writing |

For additional information or to register for a course, check out the JFB Web Site (click on "other web sites"). ❖

Survey

(continued from page 1)

We also encourage anyone with specific issues to please tell us within the comment section at the end of the survey. And if you want to include your name and number, the Building Manager will contact you to personally discuss your concern or suggestion.

Comments from previous surveys have given us the opportunity to provide the following:

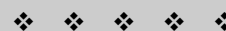
- Temperature improvements
- Security improvements
- Building web site
- Self-Serve Center
- Two-ply toilet paper
- After hours custodial service
- Designated smoking areas

Results of the survey, including how, when, and what we plan to work on, will be posted on the building web site and in a special edition to this newsletter.

Thanks for your support! For additional information, please contact GSA on 220-5055. ❖

Downtown Views

Downtown Views is a quarterly newsletter published by GSA's Jackson Property Management Team to help keep tenants informed of building related issues, events, and policies. Copies may be obtained at the Cafeteria, Self-Serve Center, or Building Web Site (www.northwest.gsa.gov/jfb).



Please direct all correspondence to: Steve David, Editor, Downtown Views, GSA, 915 Second Avenue, Room 106, Seattle, WA 98174. (fax 220-5025 or e-mail at jackson.pmt@gsa.gov)



**Building Community
Count on Me!**

Spotlight

(continued from page 1)

We also conduct specialized training courses in firearms trafficking, post blast analysis training, and arson for profit.

ATF is especially proud of our initiative and cooperative efforts with other state, county, and local law enforcement agencies in the area of school violence. ATF also plays a major role in the Seattle Violent Firearms Crimes Coalition, ensuring that offenders are prosecuted swiftly and receive the highest enforcement priority.

The men and women of ATF are dedicated to their mission "ATF Working for a Sound and Safer America...Through Innovation and Partnerships."

For additional information, please contact Carson W. Carroll on 220-6440 or check out the ATF web site at www.atf.treas.gov ❖

Editor's note: We would like to thank the local ATF office for their help with floor warden training and the occasional bomb threat.

**NW Federal
Credit Union**

9:00 AM to 4:00 PM

682-7622

www.nwfcu.com

Workplace Security: A Growing Concern

One of the benefits most often cited by employees in the JFB is their high level of comfort regarding security. As a Level IV building, the JFB is fortunate to have such security features as:

- X-ray machines
- Metal detectors
- Closed circuit cameras
- Federal police officers
- Contracted guards
- Patrolling guard (24 hr)
- Access control
- Emergency drills

However, GSA's mandate is also their dilemma. Building security is a delicate compromise between ensuring tenant safety and the full and open access visitors deserve to any public building.

FYI

Personal sized "key chain" type pepper spray is allowed into the building.

Stamp Out Tailgating

Tailgating is the dangerous practice of someone entering the building immediately behind you when using your access key card. It's always a good idea to ensure the door closes securely behind you.



Confiscated Items

Here's a sampling of a few items confiscated at guard stations with the help of electronic security:

- Knives of all sizes
- Loaded handguns
- Suspected marijuana
- Drug paraphernalia



Office Thieves

Why people steal from the company refrigerator (according to the victims):

- They are lazy and rude
- Everyone else seems to do it
- They rarely get caught
- They think no one would ever suspect them

Thieves who start by stealing a co-worker's lunch may eventually go on to steal more expensive company equipment, some experts say.

(Pam Slater, Sacramento Bee)

Building Security Advisory Committee

Another benefit employees enjoy is the Building Security Advisory Committee (BSAC). Each tenant agency is afforded an opportunity to participate and have a voice in the direction of building security. If you have comments or concerns regarding building security, please contact your agency representative. ❖

Tenant Satisfaction Scorecard

80% ('94), 84% ('96), 85% ('98)

**Our Goal To
Exceed 90%**

Upcoming Events

SFEB Events

The Seattle Federal Executive Board's Unified Programs Committee will celebrate Hispanic Awareness Month on October 4 in the JFB South Auditorium at 11:30 AM. The featured speaker will be Antonio Sanchez, Ph.D., the first Hispanic recipient of the Washington State Historic Society Peace Friendship Award.

Additionally, Disability Awareness Month will be celebrated on October 19 also in the JFB South Auditorium at 11:30 AM.



Operation 'K'

The Seattle Federal Executive Board (SFEB) is pleased to announce the 45th year that federal agencies in the Puget Sound area will participate in Operation "K." Each year the SFEB helps the Salvation Army provide thousands of needy families with a holiday dinner and new toys for their children.

This year the pick-up is scheduled for Wednesday, December 13th, from 10:00 AM, to 11:00 AM, in the Fourth floor lobby of the JFB. Just bring your unwrapped gifts for children and youths (target age is infant to twelve) and the SFEB will do the rest.

JFB Fact

The building consumes over 10 million gallons of water each year (enough to fill 14 Olympic sized swimming pools)

Combined Federal Campaign

The Combined Federal Campaign (CFC) is the world's largest workplace giving campaign. And federal employees here in the Seattle/King County region have been the most generous in the nation.

This year's campaign will kick off October 5th with the "Walk to Care" from the JFB to the waterfront.

If you wish to volunteer to help with this year's CSC campaign, please contact Bob Sjoberg, Department of Labor, at sjoberg-robert@dol.gov or 206-553-5932 ext 8093.



Records Training

NARA-Pacific Alaska Region (Seattle) will sponsor records management training in room 2866 of the JFB:

- Basic Records Operations, November 15, 8:30 AM to 4:00 PM, \$100
- Using Records Center Services, November 16, 8:30 AM to 12:30 PM, free

Register through Stacie Byas on 206-526-6501. ❖



Mrs. Henry M. Jackson unveiling the new display on the 4th floor lobby (August 9).

"GSA ADVANTAGE"

order supplies on-line
with your government
purchase card at
www.northwest.gsa.gov/jfb

Guard Service

One of the strongest deterrents to workplace violence and crime is our excellent guard service provided by "Seattle Security Services."

GSA requires that all guards possess the following minimum qualifications:

- Basic training
- Refresher training
- State qualified
- Drug testing
- Firearms qualified
- Physical conditioning

Let our guards know you appreciate their help with a smile or friendly greeting as you enter and exit the building.

For additional information regarding guard services, please contact Smokey Forster, on 220-6636. ❖

Writers Wanted

Do you have information on an upcoming event or an idea for a newsletter article? We would love to hear from you. Contact us on 220-5055 or jackson.pmt@gsa.gov. ❖



Thank You

for using your
JFB recycle
containers!



Something Broken?
Call the GSA Service
Hot Line on 220-5050

Speaking Out: Workplace Security

Holiday Decorations

Once again the holiday season is here with all of its attendant festivities and decorations. To help ensure a safe workplace during the holiday season, please follow these simple rules:

- Decorations must be non combustible
- Decorations may not involve lighted candles or other open flames
- Decorations must not obstruct exits or passageways
- Decorations must not be hung from or interfere with ceiling fire sprinkler heads

You've worked hard all year so please have a safe and enjoyable holiday season. ❖

Fire Prevention Week

October 8 - 14 is National Fire Prevention Week this year. It's a good time to check your surroundings both at home and work for fire hazards.

Another great idea is to make it an annual event to check the batteries in your smoke detector when you "fall back" from daylight savings time. This year we fall back on October 29. ❖

JFB tenants share their thoughts on workplace security:

"I've worked in this building since 1993 and I am impressed with the improvement in the security between then and now. I felt the most secure during the WTO demonstrations when every employee had to pass through metal detectors...it seems a shame that a quick glance at a badge allows entrance, regardless of what the person may be carrying."



Colleen Ostrye, IRS.

Top Security Threats & Issues Facing Corporate America

1. Workplace violence
2. Internet/intranet security
3. Business interruption/ disaster recovery (tie)
4. Fraud/white collar crime
5. Employee selection/screening
6. General employee theft

(From "Pinkerton")

"I know quite often we feel inconvenienced... the security is for our own protection. FPS performs their job to the best of their ability to insure that we are safe... The next time you are feeling frustrated or inconvenienced when entering the JFB remember the procedures in place are for our own protection."



Anne Tiernan, SFEB.

Threats in the Workplace

The July 11,200 edition of the FEDmanager discussed the current law concerning possible threats in the federal workplace. The following remarks are excerpted from reader responses:

- Workers who are treated fairly and humanely rarely, if ever, act out this way!
- As the old saying goes "If you don't give respect, you won't receive it back."
- I think it is very important to ensure that the appropriate office, be it management/ employee relations or EEO, and senior leadership are involved for both the protection of the abused and the abuser.
- FPS paid a visit to the offender and outlined for him the consequences of threats against government employees. This action has apparently had its intended effect, as I have had no further contacts from this individual. Maybe this is a course of action to be considered by your readers.
- "...you are right on — any threat of bodily harm to a co-worker, a manager, or family member is unacceptable. Period." ❖

*(From the FEDmanager website
www.fedmanager.com)*

FEDERAL DAY CARE

Little Eagles
Second & Madison
Ph 382-9869

Green Tree
Sixth & University
Ph 553-8212

Building Hours

6:30 AM to 5:30 PM

Telephone List

Cafeteria, 622-3947
 Conference Rooms, 220-5052
 Credit Union, 682-7622
 Fitness Center, 220-6134
 General Info, 220-5055
 Health Unit, 220-7630
 Lost & Found, 220-5055
 Security, 253-804-4771
 Service Calls, 220-5050
 Telephones, 220-5005

EMERGENCIES
253-804-4777 (24 hrs)

Bits and Pieces

The next Quarterly Tenant Meeting is scheduled for 10:00 AM, Wednesday, October 18, 2000 in the Evergreen Room (3086). All tenant agency representatives are encouraged to attend.



Come to a free workshop on personal security with Fredaline Healy of the GSA Federal Protective Service and Terry Johnston of the Seattle Police Department from Noon to 1:00 PM, Wednesday, October 19 in the North Auditorium.

Happy Holidays Everyone!

Q and A Things You Should Know

Q: "Why can't we ban the on-street parking around the building to improve building security?"

A: Real estate is a limited and precious commodity. Buildings within metropolitan areas typically have no room to spare. The property in question belongs to the City of Seattle which feels that the need for parking in downtown is critical.

However, on a more positive note, the parking is restricted to "Ride Share" and law enforcement vehicles. ❖

The top perpetrators and victims of workplace violence:

- Employee attacking employee, 57%
- Employee attacking supervisor, 17%
- Customer attacking employee, 6%
- Boyfriend/girlfriend attacking employee, 4%
- Spouse attacking employee, 3%

(From the Society for Human Resource Management - 1999) ❖

Calendar of Events

- Oct 4 Hispanic Month
 South Auditorium,
 11:30 AM – 1:00 PM
- Oct 13 Blood Drive,
 South Auditorium,
 9:00 AM – 3:00 PM
- Oct 19 Disability Month
 South Auditorium,
 11:30 AM – 1:00 PM
- Oct 19 Personal Security,
 North Auditorium,
 Noon — 1:00 PM
- Nov 17 Blood Drive,
 South Auditorium,
 9:00 AM – 3:00 PM
- Nov 23 Thanksgiving,
 Building Closed
- Dec 15 Blood Drive,
 South Auditorium,
 9:00 AM – 3:00 PM
- Dec 13 Operation 'K,'
 4th Floor Lobby,
 10:00 AM – 11:00 AM
- Dec 25 Christmas,
 Building Closed

**Don't Forget to
 Fill Out Your
 Building Survey**



Your GSA Jackson Property Management Team

Visit Our Web Site At: www.northwest.gsa.gov/jfb

Administrative Services:
 Laura Wright, Stan Catchpole,
 Michael Westvold, & Steve David

Mechanical Services:
 Curtis Kelly, Owen Butler, Diane Murdock,
 Chuck Eddington, John McQueen,
 Ted Peros, Bob McDaniel, & Robert Manos